



State of North Carolina Office of Information Technology Services

Michael F. Easley, Governor

George Bakolia, State Chief Information Officer

January 2, 2003

MEMORANDUM

To: Members of the IRMC
From: George Bakolia, State CIO
Subject: Submission of Statewide IT Initiatives and Strategies

As mandated by state statutes, I am pleased to submit to you the *Statewide Initiatives and Strategies, 2003-2005 Biennium – State CIO's Recommended Approach for Managing Information Technology for a Better North Carolina*. This document prescribes a comprehensive and realistic plan for expanding the statewide approach in the management of information technology to assist state government in enhancing services to citizens, becoming more efficient in operations, and providing improved results from programs. Moreover, it enumerates a course of action that is responsive to current fiscal and governmental realities while positioning the state to employ technology-driven change for improving government performance, promoting economic prosperity, and fostering democratic development.

Applicable Statutes and Submission Comments

NCGS 147-33.78(b)(1) and (2) require the IRMC to develop, approve, and publish information technology strategies and initiatives covering the current and upcoming biennium and to update these annually. NCGS 147-33.82(a)(7) mandates the State CIO to provide recommendations to the IRMC for its biennial technology strategy and to develop state government-wide technology initiatives to be approved by the IRMC.

The timetable for submission of this material was first presented to you in August. I have updated you continually on the actions taken to develop it. As I committed to you, the flow of information has been thorough and timely. A preliminary and summarized version of this document was informally given to Janet Smith, Woody Yates, and Lee Mandell at the first of December. This memorandum and the attached document are the formal submission of the final edition of the *Statewide Initiatives and Strategies, 2003-2005 Biennium* to the full IRMC.

Overview

This document was created from evaluations of agency IT expansion budget requests for the upcoming biennium, reviews of agency technology plans, development of the agency technology plan for ITS, and extensive research of material published by leading technology service organizations and current literature. **The *Statewide Initiatives and Strategies, 2003-2005***

Biennium reflects the dire economic realities of the state's budget crisis and the security, disaster recovery, and business continuity imperatives necessitated by the threat of terrorism in its many nefarious forms, especially cyber-terrorism.

The recommended six initiatives and their implementation strategies build upon the past successes of the state in its enterprise approach for implementing and managing technology. The intent is to leverage investments in technology and maximize benefits of technical resources for the state as a whole, while satisfying individual agency and program requirements in the most cost-effective manner. If the state were experiencing economic prosperity, the statewide approach would still be correct. However, in times of financial austerity, the protection of core competencies, the sound management of assets, and the obtaining of the greatest value from limited fiscal and personnel resources are absolute necessities.

Benefits

Major benefits from implementing the six initiatives described in the *Statewide Initiatives and Strategies, 2003-2005 Biennium* include:

- Better approaches for reviewing and prioritizing statewide IT investments.
- Greater accountability and oversight for the implementation of IT projects.
- Increased attention to the need for adequate funding of enterprise infrastructure assets and technical services to enable agency strategies and program goals for satisfying citizen needs and public expectations in the most economical manner.
- Greater savings from the more efficient management of the state's distributed IT assets and the greater realization of the economies of scale available from more statewide use of shared technical infrastructure and common technical services.
- Bigger price discounts and better service contracts by aggregating purchasing volumes on a statewide basis.
- More cost-effective ways for meeting increasing requirements for security of assets; confidentiality of data; sensitivity of information; and for the state's mission-critical applications, disaster recovery and business continuity.

Conclusion

The IRMC was created by the General Assembly to lead the transformation of the management of technology to a more statewide perspective, and constructive leadership is even more critical during this budget crisis. In these times of limited funding availabilities, increasing citizen-service demands, and ever-growing security requirements, we must recognize that proficiency in managing IT resources and investments is just as important as how much is spent on IT. The statewide focus of the six proposed initiatives offers a timely and appropriate approach for identifying IT-enabled service opportunities, creating operating efficiencies and cost savings, and enhancing a management process and technical infrastructure for supporting future governmental imperatives.

Questions should be directed to my office at 981-2521.